

# Commonwealth Office of Technology

## Rated Service Description

Desktop FAX Support		Rate
<b>MX10</b>	<p>Per Desktop client, per month</p> <p>The MX10 service offers paperless FAX capabilities from a Commonwealth standard, COT-supported Desktop device. Please note that there is also an additional \$.03/page charge for outgoing long distance faxes.</p>	\$25
<b>MX10</b>	<p><b>Includes the following HARDWARE</b></p> <p>COT provides all backend infrastructure to support this service.</p>	
<b>MX10</b>	<p><b>Includes the following SOFTWARE</b></p> <p>Genifax plugin that works with the Microsoft office Suite</p>	
<b>MX10</b>	<p><b>Includes the following SERVICES</b></p> <p>Unlimited local faxing \$.03/page additional charge for all outgoing long distance faxes 24 X 7 X 365 access to the Commonwealth Service Desk</p> <p>Support staff is available on-site Monday - Friday, 7:30am to 5:30pm. Personnel are on-call for after-hours, emergency support. All support is included in the cost of this service.</p>	
<b>MX10</b>	<p><b>To Initiate Service or Report a Problem with this service</b></p> <p><b>Please contact the Commonwealth Service Desk:</b></p> <ul style="list-style-type: none"><li>• 24x7 Phone support: 502-564-7576</li><li>• Toll free support number: 800-372-7434</li><li>• Via e-mail CommonwealthServiceDesk@ky.gov</li></ul> <p>You will also need to complete and submit an F-180 form to the Commonwealth Service Desk when you request to initiate this service. Please note that a valid COT Billing Number will be required on the F-180 Form. The F-180 form can be found here: <a href="http://technology.ky.gov/support/cot_forms.htm">http://technology.ky.gov/support/cot_forms.htm</a></p>	
<b>MX10</b>	<p><b>Additional Service Clarifications</b></p> <p>A user must have a COT supported Exchange mailbox in order to send and receive faxes using this service.</p> <p>Agencies are not billed for incoming long distance faxes.</p>	